Amendment 2 to RFP Number: 317.03-109:

Request for Proposals for IT Research & Advisory Services

November 19, 2003

RFP Number: 317.03-109: Request for proposal for IT Research & Advisory Services

This RFP of the State of Tennessee is hereby amended as follows:

1.   Section 2, RFP Schedule of Events, Events 6 – 10 dates are deleted and substituted with the following amended dates:

>   Event 6 State Issues Responses to Written Comments: 11/19/03

>   Event 7 Deadline for Submitting a Proposal <u>and</u> State Opens Technical Proposals: 12/05/03

>   Event 8 State Completes Technical Evaluations: 12/15/03

>   Event 9 State Opens Cost Proposals: 12/16/03

>   Event 10 State Completes Cost Evaluations: 12/16/03

2.   Section 2, RFP Schedule of Events, Event 12 is amended as follows:

>   Delete the event title and replace it with the following title:

>   Contract Signature Deadline

3   Section 3.1 is amended by deleting the fax number and email address of the RFP Coordinator and replacing them with the following:

>   (615) 532-0471 FAX
>   Leslie.Tipton.Humphreys@state.tn.us

4.   Section 5.2.5 is deleted in its entirety and substituted with the following:

5.2.5   <u>IT Research & Advisory Services Technical Requirements</u>. The State's requirements for IT Research & Advisory Services are described in the pro forma Scope of Services, and Contract Attachment A, *IT Research & Advisory Services Technical Requirements*<u>. In responding to RFP Section 5.2.5, the Proposer must use Contract Attachment A, or an exact duplicate thereof, to submit its responses.</u> The Proposer shall fill in the "Proposer Name" at the top of Attachment A and leave the "Evaluator Name" and "Date" blank. Each of the technical requirements as detailed in Contract Attachment A, *IT Research & Advisory Services Technical Requirements*, **must be addressed**.

The Proposer must respond to each Reference Number row within the *IT Research & Advisory Services Technical Requirements (*200.00 Scope of IT Research & Advisory Services). For each row, in the column marked "Proposer Response", the Proposer will respond with a List of the Specific Research & Advisory Service(s), Description of the Service Coverage, and number of research & advisory analysts that support these specific service(s). If a specific Service does not exist, indicate this and provide in the "Description" whether there is available published research that covers the technical requirement. NOTE: An individual analyst providing research and advisory services cannot be counted more than once, even if they support multiple technologies and/or services. Additionally, if a specific service meets technical requirements of multiple reference number rows, the number of analysts supporting the service should only be listed once.

The Proposer must respond to each Reference Number row within the *IT Research & Advisory Services Technical Requirements* (300.00 Additional Services). For each row, in the column marked "Proposer Response", the Proposer will respond with exactly what is provided and what is not provided and how these services/products are provided.

Research and Advisory Services include created and published research reports, planning assumptions, strategic analysis reports, research notes, bulletins, alerts, summary and evaluations of the IT industry, issues, products and major IT trends in the marketplace.

A blank in Proposer Response for "List Specific Service" means that the Proposer does not have any Research & Advisory Service to cover this particular technical requirement in published research and advisory capacity. A blank in Proposer Response for "Description" means that the Proposer does not have any Research & Advisory Services to cover this particular technical requirement in published research and advisory capacity. A blank in Proposer Response for number of analysts will indicate there are not any (zero) analysts to cover this particular technical requirement. A blank in Proposer Response(s) will be scored accordingly.

Access to Proposer's research & advisory service materials shall be required to allow the Proposal Evaluation Team full research inquiry privileges to research materials to allow evaluation of the Proposer's research materials. The evaluator(s) will select article(s) from the Proposer's research materials, as defined in Contract Attachment A, for evaluation.

IMPORTANT NOTE: The State will assign an evaluation score to each of the requirements in the *IT Research & Advisory Services Technical Requirements* document: 0 to 20 points. If the Proposer does not address the requirement then zero (0) points will be awarded. There is a possible Technical Requirements Raw Score of 520 points.

The State will evaluate Contract Attachment A, *IT Research & Advisory Services Technical Requirements* as the Technical Requirements component of the proposal evaluation and it is worth a maximum of 30 points.

The Technical Requirements Score will be calculated using the Proposer's "Technical Requirements Raw Score" from Contract Attachment A, *IT Research & Advisory Services Technical Requirements (Part 1 and Part 2)*, in the following formulas (calculations shall result in numbers rounded to two decimal places):

$$\frac{\text{Proposer's Technical Requirements Raw Score}}{\text{Possible Technical Requirements Raw Score (280)}} \text{ X } 16 = \text{Technical Requirements Score Part 1}$$

$$\frac{\text{Proposer's Technical Requirements Raw Score}}{\text{Possible Technical Requirements Raw Score (240)}} \text{ X } 14 = \text{Technical Requirements Score Part 2}$$

Technical Requirement Score = Technical Requirements Score Part 1 + Technical Requirements Score Part 2

5. Sections 6.3.5, 6.3.6, 6.3.7, and 6.3.8 are deleted in their entirety and substituted with the following:

6.3.5   The Proposer with the apparent best-evaluated proposal <u>must</u> agree to and sign a contract with the State which shall be substantially the same as the *Pro Forma* Contract included in Section 8 of this RFP.

However, the State reserves the right, at its sole discretion, to add terms and conditions or to revise *pro forma* contract requirements in the State's best interests subsequent to this RFP process. No such terms and conditions or revision of contract requirements shall materially affect the basis of proposal evaluations or negatively impact the competitive nature of the RFP process.

6.3.6   The Proposer with the apparent best-evaluated proposal must sign and return the contract drawn by the State pursuant to this RFP no later than the Contract Signature Deadline date detailed in the RFP Section 2, Schedule of Events. If the Proposer fails to provide the signed contract by the deadline, the State may determine that the Proposer is non-responsive to the terms of this RFP and reject the proposal.

6.3.7   If the State determines that the apparent best-evaluated proposal is non-responsive and rejects the proposal after opening Cost Proposals, the RFP Coordinator will re-calculate scores for each responsive Cost Proposal to determine the new, apparent best-evaluated proposal.

6.3.8   Contract award shall be subject to the contract approval of all appropriate State officials in accordance with applicable State laws and regulations.

6.   Section 6.3.9 is now relabeled as Section 6.3.8.

7.   Add the following as Section 8.A.10:

The State shall designate individually named user(s) who are licensed to use these services. The State represents that it will limit access to these services to the agreed upon number of users. The State may use these services solely for its own internal, business purposes. Services are to be used solely for each User's individual business purposes.

8.   Section 8.E.4 is deleted in its entirety and substituted with the following:

E.4   <u>State Ownership of Work Products</u>.

E.4.a   <u>State Ownership of Work Products.</u> The State shall have ownership right, title, and interest in all work products developed and created for the State using State moneys or resources during a consulting services engagement as defined in Section A.5. The State shall have royalty-free, exclusive, and unlimited rights to use, disclose, reproduce, or publish, for any purpose whatsoever, all said work products. The Contractor shall furnish such information and data upon request of the State, in accordance with the Contract and applicable State law.

E.4.b   <u>Contractor Ownership of the Services.</u> The Contractor shall retain ownership right, title, and interest of their Services that were not developed using State moneys or resources. The Services are copyrighted and are protected by law.

9.   Add the following as Sections 8.E.19, 8.E.20, and 8.E.21:

E.19 <u>Reproduction of Services.</u> Except as set forth in this Contract, the State may not copy or reproduce these services in any form or by any means, including but not limited to, information storage and retrieval systems, recordings and retransmittals, use in any timesharing, service bureau, bulletin board or similar arrangement or public display, without the Contractor's written permission. The State may not disclose, disseminate or distribute these services to any other party. The State may not publicly use or reprint excerpts from these services without The Contractor's prior written consent. The State may purchase reprints of these services at the Contractor's then-current rates. The State shall use all reprints in accordance with the terms of this Contract.

E.20 <u>Access by Electronic Delivery.</u> Upon payment of the applicable fees, the Contractor will provide the State with passwords to permit electronic access to the Services for up to the maximum number of Users licensed pursuant to this Contract. Each User who accesses the Services by the Contractor Web site will receive a password. Unless otherwise stated, another User may not be substituted for the original User, without prior written approval from the Contractor. The State agrees to notify the Contractor when a User is no longer entitled to use a password so that the Contractor may cancel that password and issue a new password for a replacement User, if any. The State agrees that Users may not share passwords. Each User may print one copy of Contractor research for the User's personal use. Users may circulate copies of the Services, electronic or otherwise, only to other Users. Such copies may not be further reproduced or distributed. Notwithstanding, the Contractor's research materials may be used as one of the multiple sources used by the State to analyze technology and develop strategies for its use and may be reviewed by appropriate management staff within the Department of Finance and Administration, Office for Information Resources.

E.21 <u>Contractor Limitation of Liability.</u> The Contractor's liability on damages for negligence shall be limited to two times the maximum liability of this Contract, as stated in Section C.1. The limitation of liability as set forth in this section does not apply to liability of the Contractor for intentional torts, criminal acts, or fraudulent conduct. The State will not indemnify the Contractor for damages caused by the Contractor's own actions or negligence, or those of third parties.

10.   Attachment A, IT Research & Advisory Services Technical Requirements, is deleted in its entirety and substituted with the following:

ATTACHMENT A

_____   _____
Proposer Name		Evaluator Name		Date	

Ref #	Technical Requirements – Part 1	Proposer Response - List Specific Service(s) that covers each Ref #.	Proposer Response - Description of the Service Coverage.	Proposer Response – Enter # of Analysts (Non-Duplicated)	Score (For State's Use Only) *Max. Points: 20 for each section
200.00	**SCOPE OF IT RESEARCH & ADVISORY SERVICES**				
200.01	**Infrastructure -** infrastructure is the physical hardware, software, and communications used to interconnect computers and users. Describe Research and Advisory Services coverage that includes at a minimum: • **Hardware platforms** (Mainframe, UNIX, Desktop, Mobile Devices) • **Operating Systems** (Mainframe, UNIX, Desktop, Mobile) • **Network Operating Systems (NOS)** • **Application/Database Server Operating Systems** • **Communications**				

200.02	**Infrastructure – Software Asset Management (SAM).**
	
	Describe Research and Advisory Services coverage that includes at a minimum:
	
	• **Contracting for Software**
	• **Implementation of SAM tools**
	    o Manage software licensing costs
	    o Maintain software license inventories
	• **Software disposal**				

Ref #	Technical Requirements – Part 1	Proposer Response- List Specific Service(s) that covers each Ref #.	Proposer Response- Description of the Service Coverage.	Proposer Response – Enter # of Analysts (Non-Duplicated)	Score (For State's Use Only) *Max. Points: 20 for each section

200.03	**Benchmarking -** point of reference by which IT related entities, components, or models can be measured.
	
	Describe Research and Advisory Services coverage that includes at a minimum:
	
	• Provision of measurements for IT components such as, a particular operating system or application, to include at least:
	   o A set of performance criteria that a product is expected to meet.
	   o Benchmark programs for downloading or a benchmark testing service.				

200.04	**Business Intelligence -** applications and technologies for gathering, storing, analyzing, and providing access to data to help enterprise users make more informed business decisions. Describe Research and Advisory Services coverage that includes at a minimum: • **Decision support systems** • **Query and reporting** • **Online and relational analytical processing (OLAP/ROLAP)** • **Statistical analysis** • **Forecasting** • **Data Mining**				

Ref #	Technical Requirements – Part 1	Proposer Response- List Specific Service(s) that covers each Ref #.	Proposer Response- Description of the Service Coverage.	Proposer Response – Enter # of Analysts (Non-Duplicated)	Score (For State's Use Only) *Max. Points: 20 for each section

200.05	**Data**
	
	Describe Research and Advisory Services coverage that includes at a minimum:
	
	• **Database Design**
	   o Issues and approaches involved in the design of a database
	   o Architecture/theory
	   o Data modeling
	   o Database normalization
	   o Metadata
	• **Database Management System**
	• **Database Change Management**
	• **Database Monitoring**
	• **Data Availability**
	   o Backup/Recovery
	• **Data Movement**
	   o Archive
	   o Migration
	   o Replication
	   o File Transfer
	• **Data Quality**
	   o Cleansing
	   o Transformation
	• **Data Access**
	   o Query/Reporting
	   o Data Analysis
	• **Database Middleware**
	• **Data Security**				

Ref #	Technical Requirements – Part 1	Proposer Response - List Specific Service(s) that covers each Ref #.	Proposer Response - Description of the Service Coverage.	Proposer Response – Enter # of Analysts (Non-Duplicated)	Score (For State's Use Only) *Max. Points: 20 for each section

200.06	**Data Warehousing -** A data warehouse is a central repository for all or significant parts of the data that an enterprise's various business systems collect.
	
	Describe Research and Advisory Services coverage that includes at a minimum:
	
	• **Data Analysis**
	   o OLAP
	   o ROLAP
	• **Database Management System**
	• **Data Mart**
	• **Repository**
	• **Extract, Transform, and Load**
	• **Warehouse Design**				

200.07	**Enterprise Networking/Communications** Describe Research and Advisory Services coverage that includes at a minimum: • **Data Networking** (WAN, LAN, SNA) • **Cabling** (WAN, LAN, Voice, SNA, Video) • **Mobile/Point-to-Point Wireless** (Wireless Protocol, Antenna, Wireless Transport) • **Voice** (Commercial C/O Service, PBX Trunks, Premise Based Systems, VMS, Business Lines, Backbone Transport, Long Distance, Call Center Management) • **Video** (Circuit/Carrier, Video Protocols, Telemedicine Peripherals, CSU/DSU, Modems, Video CODEC, Document Camera, Video Switches, Video Bridge)				

Ref #	Technical Requirements – Part 1	Proposer Response - List Specific Service(s) that covers each Ref #.	Proposer Response - Description of the Service Coverage.	Proposer Response – Enter # of Analysts (Non-Duplicated)	Score (For State's Use Only) *Max. Points: 20 for each section
200.08	**Specific Government Service -** Analysis of federal, state and local government agencies and departments use of IT technology. Describe Research and Advisory Services coverage that includes at a minimum: • Addresses Federal, State and Local Government issues and concerns, such as: o **Legislative Mandates/Trends** o **Privacy Issues** o **Funding strategies** o **Bureaucratic policies and practices** o **Resource constraints** o **Government methodologies** o **Procurement**				
200.09	**Mobile Communications** Describe Research and Advisory Services coverage that includes at a minimum: **Wireless** communications such as: • **Convergence of mobile devices** • **Global Positioning System (GPS)** • **Wireless LANs** • **Wireless Applications** • **Handheld Devices** - term for any small mobile hand-held device that provides computing and information storage and retrieval capabilities for personal or business use				

Ref #	Technical Requirements – Part 1	Proposer Response - List Specific Service(s) that covers each Ref #.	Proposer Response - Description of the Service Coverage.	Proposer Response – Enter # of Analysts (Non-Duplicated)	Score (For State's Use Only) *Max. Points: 20 for each section

200.10	**Security**
	
	Describe Research and Advisory Services coverage that includes at a minimum:
	
	• **System Security**
	• **Network Security –**
	
	    o Monitoring of networks and critical hosts for unusual or suspicious activity
	    o Firewalls
	    o Intrusion Detection & IDS log analysis
	    o Forensic analysis
	    o Virus Protection
	    o Network architecture assessment and design
	    o User and Design Authentication
	
	• **Vulnerability assessment and remediation**
	• **Physical Security**
	• **Encryption Methods (storage & transit) & Tools**				

200.11	**Strategic Planning** Describe Research and Advisory Services coverage that includes at a minimum: • **Total Cost of Ownership -** designed to help enterprise managers assess both direct and indirect costs and benefits related to the purchase and maintenance of any IT component. • **Enterprise Architecture** – a process lifecycle as well as the outcome of thinking out and specifying the overall structure, logical components, and the logical interrelationships of a computer, its operating system, a network.				

Ref #	Technical Requirements – Part 1	Proposer Response - List Specific Service(s) that covers each Ref #.	Proposer Response - Description of the Service Coverage.	Proposer Response – Enter # of Analysts (Non-Duplicated)	Score (For State's Use Only) *Max. Points: 20 for each section
200.12	**Systems Management** Describe Research and Advisory Services coverage that includes at a minimum: • **Storage Management –** file backup and archiving in a way that uses storage devices economically and without the user needing to be aware of when files are being retrieved from backup storage media. • **Backup/Retrieval -** copying files or databases so that they will be preserved in case of equipment failure or other catastrophe • **Software Distribution -** management and facilitation of every aspect of deployment or migration of software • **Performance Monitoring & Tuning -** includes host systems and network performance monitoring • **Online Access (TP Monitors & Internet Access)** • **Systems & Operating Systems**				

Ref #	Technical Requirements – Part 1	Proposer Response - List Specific Service(s) that covers each Ref #.	Proposer Response - Description of the Service Coverage.	Proposer Response – Enter # of Analysts (Non-Duplicated)	Score (For State's Use Only) *Max. Points: 20 for each section
200.13	**Web Services** Describe Research and Advisory Services coverage that includes at a minimum: • **Web Services Infrastructure** • **Web Access** • **Web Server** -a program that, using the client/server model and the Internet's Hypertext Transfer Protocol (HTTP), serves the files that form Web pages • **Web Application Server -** the application server combines or works with a Web (Hypertext Transfer Protocol) server • **Portal -** a major entry site for users to connect to the Web or that users tend to visit as an anchor site • **Web Publishing -** Design, develop, and maintenance of Web content • **Authoring Tools**				

300.00	ADDITIONAL SERVICES				
Ref #	Technical Requirements	Proposer Response – Explain exactly what is provided and what is not provided for each Ref #.	Proposer Response - Explain how these services/products are provided for each Ref #.		Score (For State's Use Only) Max. Points: 20 for each section

300.01	**Conferences Provided –** Ability to provide conferences, teleconferences, webcasts to client(s). Describe Research and Advisory Services coverage that includes at a minimum:
	• **Conferences –** technology c onferences presented on a specific technology area and/or various IT topics
	   o Presentations, workshops, seminars
	   o Dialogue with peers
	• **Teleconferences** – Ability to dial in, listen in, and speak with analysts about a range of key topics
	• **Webcasts** – live online c hat by research analysts				

			TECHNICAL REQUIREMENTS RAW SCORE		
			POSSIBLE TECHNICAL REQUIREMENTS RAW SCORE		280
			TECHNICAL REQUIREMENTS Part 1 SCORE		

* A score of 0 to 20 points will be assigned to each requirement.

Use the Proposer's "Technical Requirements Raw Score", and the following formula to determine the Technical Requirements Part 1 Score (calculations shall result in numbers rounded to two decimal places):

Proposer's Technical Requirements Raw Score   X   16   =   Technical Requirements Part 1 Score
Possible Technical Requirements Raw Score (280)

Proposer Name _____   Evaluator Name _____   Date _____

Ref #	Technical Requirements – Part 2	Proposer Response - List Specific Service(s) that covers each Ref #.	Proposer Response- Description of the Service Coverage.	Proposer Response – Enter # of Analysts (Non-Duplicated)	Score (For State's Use Only) *Max. Points: 20 for each section
200.00	**SCOPE OF IT RESEARCH & ADVISORY SERVICES**				
200.14	**Advanced & Emerging Technologies** Describe Research and Advisory Services coverage that includes at a minimum: • Identification of new trends and technologies that affect businesses and governments • Determination of technologies that will have a major impact on the marketplace • Provision of technology projections for at least five (5) years				

200.15	**Applications & Application Development**
	
	Describe Research and Advisory Services coverage that includes at a minimum:
	
	• Application Development Tools & Utilities
	• Application Integration
	• Application Development Languages (Mainframe, UNIX, Desktop, and Mobile platforms)
	• Application Server
	• Change Management
	• Output Management
	   o Printed and online output documents
	   o Microfiche
	   o Online output document viewing, etc.				

Ref #	Technical Requirements – Part 2	Proposer Response - List Specific Service(s) that covers each Ref #.	Proposer Response - Description of the Service Coverage.	Proposer Response – Enter # of Analysts (Non-Duplicated)	Score (For State's Use Only) *Max. Points: 20 for each section
200.16	**Best Practices** Describe Research and Advisory Services coverage that includes at a minimum: • Successful solutions and practices developed and implemented by enterprises that produce a high return on investment or significant business results. • Information related to unsuccessful initiatives or projects of other companies or governments to avoid costly errors of your own.				

Ref #	Technical Requirements – Part 2	Proposer Response - List Specific Service(s) that covers each Ref #.	Proposer Response - Description of the Service Coverage.	Proposer Response – Enter # of Analysts (Non-Duplicated)	Score (For State's Use Only) *Max. Points: 20 for each section
200.17	**Collaboration** Describe Research and Advisory Services coverage that includes at a minimum: • **Automated Data Capture** 　○ Capture and conversion of paper-based and electronic forms into digital data 　○ Electronic Forms • **Content Management** 　○ Manages the content of a Web site • **Document Management** 　○ Services for organizing, managing, and routing electronic documents 　○ Ability to store, locate and retrieve information throughout a document's life cycle • **Imaging** – electronic capture, storage, management, communication and retrieval of documents • **Workflow** • **Instant Messaging** • **Electronic Mail** • **Directory Services** • **Global Directory Services** • **Office Productivity Tools** 　○ **Desktop Publishing** 　○ **Spreadsheet** 　○ **Word Processing** 　○ **Presentation** • **List Management Software -** handles subscription requests for a mailing list and distributes new messages, newsletters, or other postings from the list's members • **Project Management**				

Ref #	Technical Requirements – Part 2	Proposer Response - List Specific Service(s) that covers each Ref #.	Proposer Response - Description of the Service Coverage.	Proposer Response – Enter # of Analysts (Non-Duplicated)	Score (For State's Use Only) *Max. Points: 20 for each section
200.18	**Contract Negotiation** Describe Research and Advisory Services coverage that includes at a minimum: • Negotiation of software/hardware/IT service agreements more effectively, aligning contracts to the company's overall business strategy • Review of Procurements (RFPs, ITBs, Contracts) & provision of feedback related to the RFP				
200.19	**Enterprise Applications** Describe Research and Advisory Services coverage that includes at a minimum: • **Enterprise Resource Planning (ERP) -** A broad set of activities supported by multi-module application software that helps a business or government manage the important administrative components of its business o Planning, accounting, budgeting, employee services, purchasing, maintaining inventories, interacting with suppliers, providing customer service, and tracking orders. • **Customer Relationship Management (CRM) -** an information industry term for methodologies, software, and usually Internet capabilities that help an enterprise manage customer relationships in an organized way.				

Ref #	Technical Requirements – Part 2	Proposer Response - List Specific Service(s) that covers each Ref #.	Proposer Response - Description of the Service Coverage.	Proposer Response – Enter # of Analysts (Non-Duplicated)	Score (For State's Use Only) *Max. Points: 20 for each section
200.20	**Executive IT Level including Chief Information Officer (CIO focus)** Describe Research and Advisory Services coverage that includes at a minimum: • **Single source of knowledge provided to CIO** • **One-to-one counsel** • **Personalized service** • **Shared knowledge across a community of CIOs of large corporations** • **Strategic Planning/IT Budgeting** trends and methodologies, example - Return On Investment (ROI) • **Aligning IT business goals technology with the enterprise's** • **Organizational Issues** – example. Compensation; Succession Management				
200.21	**Geographic Information Systems (GIS)** enables you to envision the geographic aspects of a body of data. Facilitates analysis or query of data through spatial presentation. Describe Research and Advisory Services coverage that includes at a minimum: • **Tools & Utilities** • **Databases** • **Query & Analysis** • **Repository**				

Ref #	Technical Requirements – Part 2	Proposer Response - List Specific Service(s) that covers each Ref #.	Proposer Response - Description of the Service Coverage.	Proposer Response – Enter # of Analysts (Non-Duplicated)	Score (For State's Use Only) *Max. Points: 20 for each section
200.22	**Help Desk Management & Support** - A help desk usually consist of special software to help analyze problems and a group of experts using software to help track the status of problems (for example, the status of a company's telecommunications network). Describe Research and Advisory Services coverage that includes at a minimum: • **Provision of centralized problem resolution help to users within an enterprise** • **Management Support Issues and trends**				
200.23	**Management of IT Organizations** Describe Research and Advisory Services coverage that includes at a minimum: • **Staffing** • **Governance Models** • **Network Operations** -A network operations center (NOC) is a place from which a telecommunications network is supervised, monitored, and maintained. • **Data Center Operations -** central data processing facility and/or the group of people who manage the companies' data processing and networks • **Integrated Help Desk Operations** o 24x7 Operations • **Telecommuting**				

Ref #	Technical Requirements – Part 2	Proposer Response - List Specific Service(s) that covers each Ref #.	Proposer Response - Description of the Service Coverage.	Proposer Response – Enter # of Analysts (Non-Duplicated)	Score (For State's Use Only) *Max. Points: 20 for each section
200.24	**Security – Disaster Recovery** Describe Research and Advisory Services coverage that includes at a minimum: • **Business Continuity Planning** • **Disaster Recovery Plan (DRP) -** how an organization plans to deal with potential disasters and recovery situations. • **Enterprise Risk Management -** process of planning, organizing, leading, and controlling the activities of an organization in order to minimize the effects of risk on an organization's capital and assets.				
300.00	**ADDITIONAL SERVICES**				
300.02	**Consulting Services (Professional Services)** Describe the ability to provide consulting services in the technical areas of coverage. • Consultants able to leverage their area of research expertise				
			TECHNICAL REQUIREMENTS RAW SCORE		
			POSSIBLE TECHNICAL REQUIREMENTS RAW SCORE		240
			TECHNICAL REQUIREMENTS Part 2 SCORE		

* A score of 0 to 20 points will be assigned to each requirement.

Use the Proposer's "Technical Requirements Raw Score", and the following formula to determine the Technical Requirements Part 2 Score (calculations shall result in numbers rounded to two decimal places):

Proposer's Technical Requirements Raw Score   X   14   =   Technical Requirements Part 2 Score
Possible Technical Requirements Raw Score (240)

11.   Attachment 9.2, 9.2.9 is deleted in its entirety and substituted with the following:

9.2.9 Published Catalog for "Consulting Services" – Discount Rate. The Proposer shall propose a discount rate for consulting services. This should be entered as a percentage (%) (ex. 20% less than the catalog price). For evaluation purposes only, the title and rate of a consultant comparable to a "Senior Enterprise Technology Consultant" shall be provided.

12.   Attachment 9.5 is deleted in its entirety and substituted with the following:

ATTACHMENT 9.5

PROPOSAL SCORE SUMMARY MATRIX
RFP # 317.03-109

[SIGNATURE]
RFP Coordinator   **Date**

	[PROPOSER NAME]		**[PROPOSER NAME]**		**[PROPOSER NAME]**	
QUALIFICATIONS AND EXPERIENCE Maximum Points: 20						
[EVALUATOR NAME]						
[EVALUATOR NAME]						
[EVALUATOR NAME]						
[EVALUATOR NAME]						
[EVALUATOR NAME]						
	AVERAGE SCORE:		**AVERAGE SCORE:**		**AVERAGE SCORE:**	
TECHNICAL APPROACH Maximum Points: 10						
[EVALUATOR NAME]						
[EVALUATOR NAME]						
[EVALUATOR NAME]						
[EVALUATOR NAME]						
[EVALUATOR NAME]						
	AVERAGE SCORE:		**AVERAGE SCORE:**		**AVERAGE SCORE:**	

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TECHNICAL REQUIREMENTS – Part 1 **Maximum Points: 16**						
[EVALUATOR NAME]						
[EVALUATOR NAME]						
[EVALUATOR NAME]						
[EVALUATOR NAME]						
[EVALUATOR NAME]						
	AVERAGE SCORE:		**AVERAGE SCORE:**		**AVERAGE SCORE:**	
TECHNICAL REQUIREMENTS – Part 2 **Maximum Points: 14**						
[EVALUATOR NAME]						
[EVALUATOR NAME]						
[EVALUATOR NAME]						
[EVALUATOR NAME]						
[EVALUATOR NAME]						
	AVERAGE SCORE:		**AVERAGE SCORE:**		**AVERAGE SCORE:**	
TOTAL TECHNICAL PROPOSAL **Maximum Points: 60**						
COST PROPOSAL **Maximum Points: 40**						
	SCORE:		**SCORE:**		**SCORE:**	
PROPOSAL SCORE **(Maximum 100 Points)**						
	TOTAL SCORE:		**TOTAL SCORE:**		**TOTAL SCORE:**	

NOTE: Use as many sheets as necessary to summarize scores for all Proposers evaluated.